

Industry Curriculum Framework  
Information Package

# **Hospitality**

## **2008**

### **Cafe Skills**

Current as at 31st July 2009

Please ensure that this is the most current version of this document by referring to the online version at [https://detwww.det.nsw.edu.au/directorates/vet\\_schools/vet-in-Schools/frameworks.html](https://detwww.det.nsw.edu.au/directorates/vet_schools/vet-in-Schools/frameworks.html)

### 3b Hospitality Checklist for Certificate II in Hospitality (SIT20207)

#### Resources/equipment

For page references for individual units of competency, refer to the lists provided under Approved Training Program – Hospitality (Commercial Cookery) and (Food and Beverage), commencing on page 6 of this document.

*Please note: Alternate rows of list items are shaded as a visual aid only*

<b>SITHIND001A Develop and update hospitality industry knowledge</b>		<b>Access On Site</b>	<b>Access Off Site*</b>
For assessment purposes <b>MUST</b> have sufficient access to:			
<ul style="list-style-type: none"> <li>appropriate computers, printers and communication technologies to facilitate the processes involved in sourcing industry information</li> <li>information sources to conduct research and collect sufficient information</li> <li>industry association membership information and codes of conduct and accreditation information</li> <li>plain English documents that describe key hospitality and general workplace legislation.</li> </ul>			
<b>Information</b>	sources <b>MUST</b> include: <ul style="list-style-type: none"> <li>different sectors and businesses of the hospitality industry, their interrelationships and the services available in each sector</li> <li>relationships between tourism and hospitality</li> <li>relationships between the hospitality industry and other industries, such as:               <ul style="list-style-type: none"> <li>entertainment</li> <li>food production</li> <li>wine production</li> <li>recreation</li> <li>meetings and events</li> <li>retail</li> </ul> </li> <li>industry working conditions</li> <li>environmental issues and requirements</li> <li>industrial relations issues and major organisations</li> <li>career opportunities within the industry</li> <li>work ethic required to work in the industry</li> <li>industry expectations of staff</li> <li>quality assurance.</li> </ul>		
<i>*if access is Off Site provide details, eg locations, times etc</i>			

<b>SITXCOM001A Work with colleagues and customers</b>	<b>Access On Site</b>	<b>Access Off Site*</b>
For assessment purposes <b>MUST</b> have sufficient access to:		
<ul style="list-style-type: none"> <li>demonstration of communication skills through interaction with others</li> <li>project or work activities that allow the candidate to respond to multiple and varying customer service and communication situations relevant to the job role; for those undertaking generic pre employment training, project activities must cover a range of industry contexts to allow for a broad range of vocational outcomes.</li> </ul>		
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**3b Hospitality Checklist for Certificate II in Hospitality (SIT20207) – Resources/equipment**

<i>SITXCOM002A Work in a socially diverse environment</i>	<i>Access On Site</i>	<i>Access Off Site*</i>
For assessment purposes <b>MUST</b> have sufficient access to: <ul style="list-style-type: none"> <li>communication with colleagues and customers in a culturally sensitive manner while undertaking operational activities within a commercially realistic environment</li> <li>EEO and anti discrimination policies and any plain English information documents produced by government information agencies.</li> </ul>		
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<i>SITXENV001A Participate in environmentally sustainable work practices</i>	<i>Access On Site</i>	<i>Access Off Site*</i>
For assessment purposes <b>MUST</b> have sufficient access to: <ul style="list-style-type: none"> <li>project or work activities that show candidates' ability to participate in environmentally sustainable work practices within operationally-realistic service industry environments and within the context of the particular industry sector and business type in which they are working or seeking work</li> <li>current regulatory documents distributed by key federal, state or territory, and local government agencies such as plain English legislative publications</li> <li>industry codes, standards and accreditation scheme documentation that outline principles and practices for environmental sustainability and resource-efficient approaches</li> <li>organisational policies and procedures that relate to resource usage, measurement and reporting and general environmental sustainability practices.</li> </ul>		
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<i>SITXOHS001A Follow health, safety and security procedures</i>	<i>Access On Site</i>	<i>Access Off Site*</i>
For assessment purposes <b>MUST</b> have sufficient access to: <ul style="list-style-type: none"> <li>project or work activities that show candidates' ability to apply safe working practices within the context of the particular industry sector and job role in which they are working or seeking work; for those undertaking generic pre employment training, assessment must cover a range of industry contexts to allow for a broad range of vocational outcomes</li> <li>use of the current plain English regulatory documents distributed by the local OHS regulatory authority, any codes of practice and standards issued by regulatory authorities or industry groups, and OHS information and business management manuals issued by industry associations or commercial publishers</li> <li>use of current commercial policies and procedures and template documents used for the management of OHS practices.</li> </ul>		
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**3b Hospitality Checklist for Certificate II in Hospitality (SIT20207) – Resources/equipment**

<i>SITXOHS002A Follow workplace hygiene procedures</i>	<b>Access On Site</b>	<b>Access Off Site*</b>
For assessment purposes <b>MUST</b> have sufficient access to: <ul style="list-style-type: none"> <li>current regulatory documents distributed by key federal, state or territory, and local government agencies such as plain English legislative publications, codes and standards outlining food safety requirements</li> <li>hygiene policies and procedures</li> <li>project or work activities that show candidates' ability to apply good hygiene practices within the context of the particular industry sector in which they are working or seeking work; for those undertaking generic pre employment training, assessment must cover a range of industry contexts to allow for a broad range of vocational outcomes</li> <li>use of real products, materials and equipment.</li> </ul>		
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<i>SITHACS006A Clean premises and equipment</i>	<b>Access On Site</b>	<b>Access Off Site*</b>
For assessment purposes <b>MUST</b> have sufficient access to: <ul style="list-style-type: none"> <li>areas to be cleaned, including a range of different surfaces such as carpet, marble, ceramic, wood, clay, rubber, vinyl, leather, woodwork, painted surfaces, crystal, mirrors and glass, terrazzo, slate and granite</li> <li>cleaning equipment and cleaning agents that reflect current industry practice, including:                             <ul style="list-style-type: none"> <li>cleaner's trolley</li> <li>chemical dispenser</li> <li>sink and sluice sink</li> <li>storage areas</li> <li>appropriate chemicals, detergents, deodorisers, polishes and sanitisers</li> <li>cleaning products, including glass and multi surface, cream and acid</li> <li>range of cloths, including dry, wet, lint-free and dusting</li> <li>toilet brush and toilet cleaning cloth</li> <li>protective gloves</li> <li>bucket, mop and floor rags</li> <li>range of brooms, brushes, rags and dusters for different surfaces</li> <li>window squeegee mop and extension poles</li> <li>'wet floor' or 'cleaning in progress' signs</li> <li>syringe bin and tongs</li> <li>access to sanitary disposal systems</li> <li>polishing machine</li> <li>automatic scrubber.</li> </ul> </li> </ul>		
<b>Equipment</b> <b>MUST</b> include: <ul style="list-style-type: none"> <li>electrically operated equipment such as scrubbers, polishers and vacuum cleaners</li> <li>brushes and brooms</li> <li>mops and buckets</li> <li>dusters and pans</li> <li>garbage receptacles.</li> </ul>		
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**3b Hospitality Checklist for Certificate II in Hospitality (SIT20207) – Resources/equipment**

<b>SITHFAB003A Serve food and beverage to customers</b>	<b>Access On Site</b>	<b>Access Off Site*</b>
For assessment purposes <b>MUST</b> have sufficient access to: <ul style="list-style-type: none"> <li>• authentic food and drink items</li> <li>• normal operating conditions of a <b>commercial food and beverage operation</b>, including industry current equipment as follows:                             <ul style="list-style-type: none"> <li>- tables and chairs</li> <li>- condiments</li> <li>- counter or waiter's station</li> <li>- tea and coffee-making facilities</li> <li>- selected linen</li> <li>- assorted cutlery</li> <li>- menus and drink lists</li> <li>- crockery, including cups, plates and jugs</li> <li>- serviettes</li> <li>- glass ware</li> <li>- docket books or computerised ordering system</li> <li>- sugar bowls or dispensers</li> </ul> </li> <li>• POS system</li> <li>• industry-realistic ratios of staff to customers</li> <li>• time pressures typical of a commercial operation.</li> </ul>		
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<b>SITHFAB010A Prepare and serve non-alcoholic beverages</b>	<b>Access On Site</b>	<b>Access Off Site*</b>
For assessment purposes <b>MUST</b> have sufficient access to: <ul style="list-style-type: none"> <li>• a <b>drinks service area</b> with suitable equipment for the production and service of coffee, tea and other non alcoholic drinks, including:                             <ul style="list-style-type: none"> <li>- tea and coffee-making equipment</li> <li>- cold drink equipment, such as juicers and blenders</li> <li>- hot and cold drink crockery or glassware</li> <li>- refrigeration</li> <li>- kettles and heating equipment</li> </ul> </li> <li>• realistic ratios of customers to service staff.</li> </ul>		
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<b>SITXFSA001A Implement food safety procedures</b>	<b>Access On Site</b>	<b>Access Off Site*</b>
For assessment purposes <b>MUST</b> have sufficient access to: <ul style="list-style-type: none"> <li>• current regulatory documents distributed by key federal, state or territory, and local government agencies, such as plain English legislative publications, and codes and standards outlining food safety requirements</li> <li>• a food safety program inclusive of policies and procedures</li> <li>• real ingredients and food items.</li> </ul>		

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<i>SITXFSA001A Implement food safety procedures</i>	<b>Access On Site</b>	<b>Access Off Site*</b>
Demonstration of skills within a fully equipped industry realistic <b>food preparation</b> environment: <b>Fixtures and large equipment</b> <ul style="list-style-type: none"> <li>• stainless steel benches (1.5 m/person) or equivalent benches that comply with health department standards</li> <li>• burner</li> <li>• griller</li> <li>• slicing machine</li> <li>• sink</li> <li>• refrigeration unit with shelving</li> <li>• storage facilities.</li> </ul>		
<b>Small equipment</b> <ul style="list-style-type: none"> <li>• assorted pots and pans</li> <li>• sharpening steel and assorted cook's knives, including utility and bread</li> <li>• small utensils, including fruit corers, vegetable peelers and graters</li> <li>• sandwich cutting templates and guides</li> <li>• appropriate receptacles for presentation and display purposes</li> <li>• platters, boards and trolley for presentation where required</li> <li>• tongs and serving utensils</li> <li>• colour-coded cutting boards in a material other than wood</li> <li>• can opener</li> <li>• cling film and aluminium foil</li> <li>• packaging materials</li> <li>• containers for hot and cold storage</li> <li>• appropriate crockery</li> <li>• ordering/docketing system</li> <li>• personal protective clothing, including food handler's gloves.</li> </ul>		
<b>Cleaning materials and equipment</b> <ul style="list-style-type: none"> <li>• garbage bins and bags</li> <li>• sponges, brushes and scourers</li> <li>• hand towel dispenser</li> <li>• disinfectant and detergents.</li> <li>• separate hand basin and soap dispenser.</li> </ul>		
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<b>SITHFAB012A Prepare and serve espresso coffee</b>		<b>Access On Site</b>	<b>Access Off Site*</b>
<ul style="list-style-type: none"> <li>- blind or blank filters</li> <li>- tampers</li> <li>- espresso cleaning detergent</li> <li>- bins for discarded pucks or grind tubes</li> <li>• a range of coffee types and commodities</li> <li>• preparation of quantities of coffee items within industry-realistic timeframes for multiple customers simultaneously</li> <li>• preparation and service of varieties of coffee types to meet various customer requirements.</li> </ul>			
<b>Coffee styles</b>	<b>MUST</b> have access to the resources/equipment necessary to demonstrate the following coffee styles: <ul style="list-style-type: none"> <li>• short black (espresso)</li> <li>• long black</li> <li>• cappuccino</li> <li>• flat white</li> <li>• caffe latte</li> <li>• short and long macchiato</li> <li>• mocha.</li> </ul>		
<b>Cleaning methods</b>	<b>MUST</b> have access to the resources/equipment necessary to demonstrate the following cleaning methods <ul style="list-style-type: none"> <li>• wet techniques:                                     <ul style="list-style-type: none"> <li>- using warm water with recommended detergent for soaking various parts and cleaning with sponge, damp cloth or scourer (only for group handle)</li> </ul> </li> <li>• dry techniques:                                     <ul style="list-style-type: none"> <li>- using a damp cloth followed by a dry cloth.</li> </ul> </li> </ul>		
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<b>SITHFAB012A Prepare and serve espresso coffee</b>	<b>Access On Site</b>	<b>Access Off Site*</b>
For assessment purposes <b>MUST</b> have sufficient access to: <ul style="list-style-type: none"> <li>• <b>a workstation with industry current commercial espresso machine and appropriate equipment, including:</b> <ul style="list-style-type: none"> <li>- thermometer</li> <li>- coffee grinders or mills</li> <li>- serviceware, including cups, saucers, glasses, mugs and flatware</li> <li>- weighing and measuring equipment</li> <li>- storage bins in appropriate sizes and materials</li> </ul> </li> </ul>		

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<i>SITHINV001A Receive and store stock</i>	<i>Access On Site</i>	<i>Access Off Site*</i>
For assessment purposes <b>MUST</b> have sufficient access to: <ul style="list-style-type: none"> <li>• receipt, storage, rotation and maintenance of stock items within an operationally realistic tourism or hospitality stock control environment</li> <li>• use of current technology, equipment, stock documentation and real stock items</li> <li>• stock control procedures and OHS procedures that relate to the receipt, transportation and storage of stock.</li> </ul>		
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**3b Hospitality Checklist for Certificate II in Hospitality (SIT20207) – Resources/equipment**

<i>SITXADM002A Source and present information</i>	<i>Access On Site</i>	<i>Access Off Site*</i>
For assessment purposes <b>MUST</b> have sufficient access to: <ul style="list-style-type: none"> <li>a fully equipped office environment using appropriate computers, printers, communication technology, information programs and publications to facilitate the processes involved in sourcing and presenting information</li> <li>use of current information and data</li> <li>policies and procedures that relate to the sourcing and presentation of information.</li> </ul>		
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<i>SIRXCCS001A Apply point-of-sale handling procedures</i>	<i>Access On Site</i>	<i>Access Off Site*</i>
To demonstrate competency in this unit the person will require access to: <ul style="list-style-type: none"> <li>security tagging equipment</li> <li>lay-by slips</li> <li>credit slips</li> <li>product return slips</li> <li>message pads</li> <li>wrapping and packaging materials</li> <li>calculator.</li> </ul>		
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## Holistic competency

The following holistic unit of competency *SITHIND002A Apply hospitality skills in the workplace* requires demonstration of integrated skills **for a minimum of 12 complete service periods (shifts)** within the specified industry environment.

<i>SITHIND002A Apply hospitality skills in the workplace</i>	<i>Access On Site</i>	<i>Access Off Site*</i>
For assessment purposes <b>MUST</b> have sufficient access to: <ul style="list-style-type: none"> <li>demonstration of skills within a <b>fully operational hospitality environment</b>, including industry current equipment and actual products and services as described in the Assessment Guidelines</li> <li>presence of industry realistic conditions such as commercial ratios of customers to staff.</li> </ul>		
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